Student Aid Internet Gateway (SAIG)
TD Community Manager (TDCM)

Version 1.5
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DOCUMENT CONTROL

DOCUMENT INFORMATION

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Version Number	Date	Summary of Change
1.0	3/05/2012	Updated for TDCM 3.2 release
1.1	1/12/2015	Updated for the TDCM 3.3 release
1.2	2/05/2015	Accepted changes, applied 508 updates and finalized document.
1.3	2/18/2015	Updated document to clarify details of changing passwords.
1.4	12/14/2015	Updated document to remove "www" references to TDCM and FSAdownload portal links.
1.5	1/20/2016	Finalized edits made to document.

Table of Contents

1 Transaction Delivery Community Manager (TDCM)

1.1 Preface

The **TDCommunity Manager** (**TDCM**) Web site, **https://saigportal.ed.gov/tdcm**, gives you the ability to view Student Aid Internet Gateway (SAIG) network traffic, restore previously received files, and change your **SAIG Password** (also called the **Group Password** or **TG Password**) or **FTPPASSWD**. In addition, the TDCM displays files that failed the "mailboxing" process and will provide the cause of the error.

The **TDCM** is best viewed with Internet Explorer 5.0 or higher, in 24-bit True Color, and at 1024 × 768 screen resolution.

1.2 Items to Consider

- All time references in the **TDCM** are listed in Eastern Standard Time (EST) and Eastern Daylight Time (EDT) as appropriate.

- Your **User ID** for the **TDCM** is your **TG Number** and your password is the network password you transmitted with EDconnect or the TDClient. If you have never accessed the **TDCM** before and have not transmitted a network password change with EDconnect, your initial password is set as follows: "ccyynnnn" where "ccyy" is your birth year and "nnnn" represents the last four digits of your social security number. You will be required to change your password the first time you access your mailbox.

1.3   Starting the TDCM

1. Start your Internet browser.
2. Type "https://saigportal.ed.gov/tdcm" in the address line at the top of your browser window and click **Go**. This will take you to the login screen. See Figure 1 below.

Figure 1: The Login Screen

3. Enter your **TG Number** (including the TG) in the **User Name** field.
4. Enter your **SAIG Password** in the **Password** field.
   Note: The **SAIG Password** is the same as your EDconnect **Network Password** or **TG Password**, or your mainframe **FTPPASSWD**. The password is case sensitive.
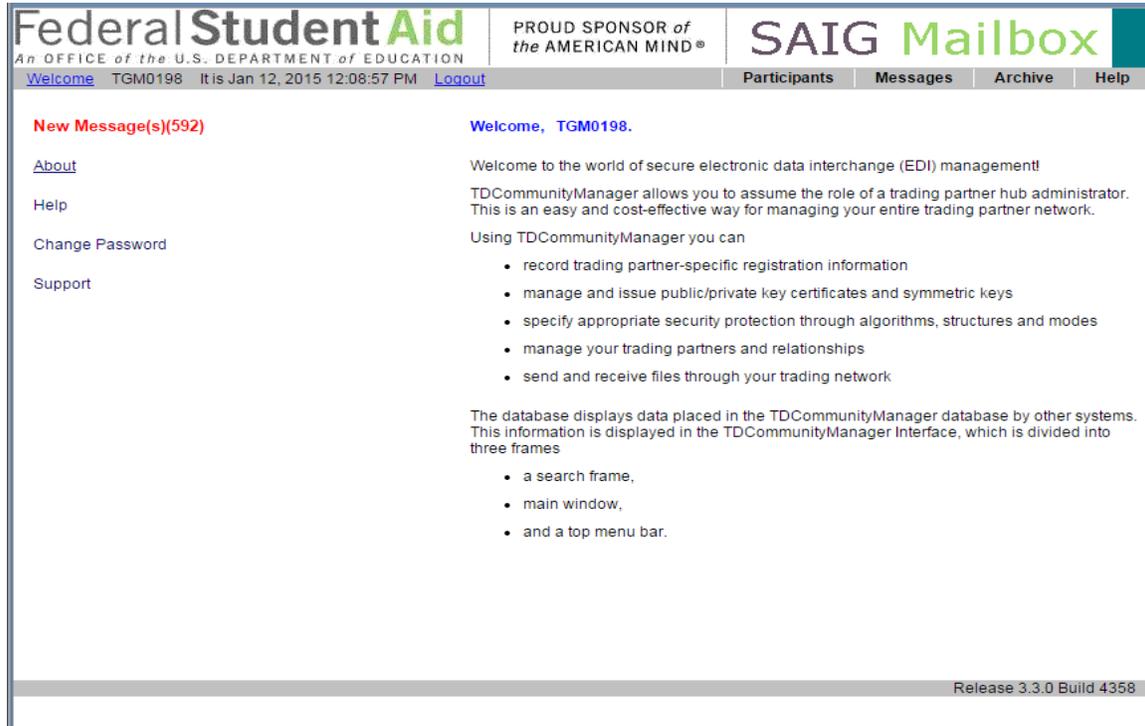5. Click the **Login** button.

6. Next you will see the FSA Security Banner Screen. See Figure 2 below.

Figure 2: FSA Security Banner Screen
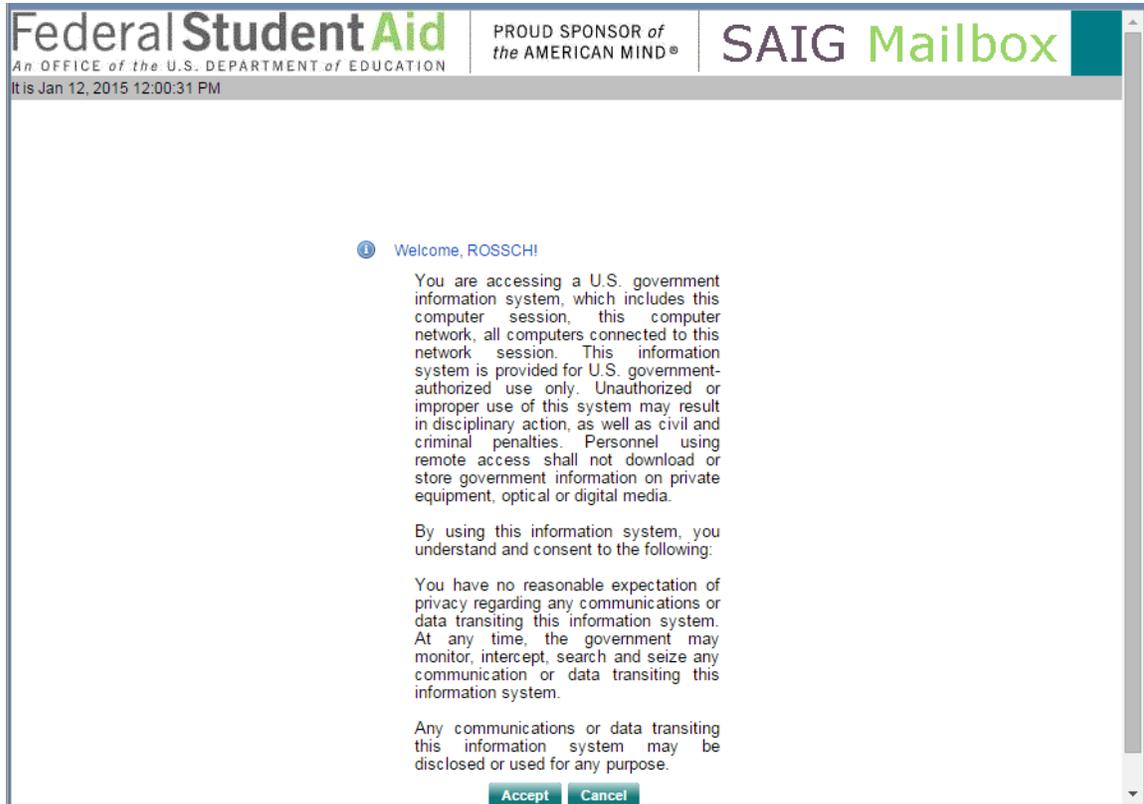
7. Once the terms of usage are accepted the "Welcome" screen will display, as shown in Figure 3 below.

Figure 3: The Welcome Screen

From the "Welcome" screen, you can navigate to view the contents of your mailbox, restore missing files, or change your **SAIG Password** or **FTPPASSWD**.

The "Welcome" screen has a series of tabs across the top. Select the **Messages** tab to view your SAIG network traffic or to restore files you have downloaded within the past ten days. Select the **Archive** tab to restore files you downloaded more than ten days ago. Select the **Participants** tab to change your **SAIG Password** or **FTPPASSWD**.

The "Welcome" screen displays a "New Message(s)" indicator if there are new files in your mailbox. The "New Message(s)" indicator displays in red the number of new files in your mailbox. The "New Message(s)" indicator appears only when there are new files available for you to download.

The "Change Password" link, located under "New Messages," allows the TDCM user to reset their SAIG password. Unlike changing your password through the "Participants" tab, changing your password using this link will not require another password change upon your next login to TDCM. When changing your password using the "Change Password" link users must follow the existing password rules. The password rules are as follows:

- Password must begin with an alpha character.
- Password must be a minimum length of eight characters.
- Password must contain at least one upper case and one lower case alpha character, plus one numeric character.
- Password cannot be "password", "Password" or "PASSWORD". Password cannot be the same as any of the previous five passwords and current password.
- Password cannot match the User Name or TG number (ignore case).
- Password will be locked out after three failures. (Password will be unlocked after 30 minutes or you may call CPS/SAIG Technical Support to have the password reset.)
- Passwords expire every 90 days, but you may change your password more frequently.
- You must update the password on all batch jobs used to communicate with the SAIG.
- SAIG passwords can contain special keyboard characters, such as @, #, and $, but because some computer platforms use certain special characters as command characters, we recommend avoiding % (percent), ^ (caret), & (ampersand), \ (backslash), / (forward slash), < (less than), > (greater than), and | ("pipe" symbol).

1.4 Tabs

1.4.1 The Messages Tab

You can view your mailbox by clicking the "New Message(s)" indicator, which displays in red the number of new files in your mailbox. Clicking on the "New Message(s)" indicator takes you directly to the **Messages** tab. You can also click on the **Messages** tab at the top of the screen.

From this tab you can view files that have been sent, received, and are ready to be received. All **Send** files are listed with a lowercase "s" to the left of the **Sender Mailbox ID** and are color-coded blue. **Receive** files are listed with a lowercase "r" to the left of the **Sender Mailbox ID**. **Receive** files are color-coded red when they are available for download and blue once the files have been received, or after they have been re-queued.

The **Messages** tab will display the following field options in the "SEARCH" box:
- "Search Param"
- "Name"
- "Message Class"
- "To Mailbox"
- "From Mailbox"
- "Transaction Type" with the following drop down options:
  o "Received'
  o "All"
  o "Sent"
- "Only New Messages" (check box)

Under the "MESSAGES" box the "Status" field displays the current status of a file.
- "AVAILABLE" status in sender's mailbox indicates the file has been successfully sent and is currently in the receiver's mailbox ready to be downloaded.
- "RECEIVED" indicates the file has been downloaded.
- "REJECTED" indicates the file has been flagged for deletion. "REJECTED" files will not display or be available through EDconnect's **Mailbox Query** or **Received File View** when in the rejected status.
- "IC-FAIL" means that the file was sent to the mailbox, but failed during the "mailboxing" process. The rejected file will only display in the sender's mailbox. The **Error Detail** sub tab, located under the **Messages** tab, will be activated and will give an explanation for the rejected file.

All files displayed in the **Messages** tab are files that a mailbox ID has either sent or received within approximately ten days of the "Date/Time Picked Up" field. If there are more than 500 files that meet the search criteria, the **Messages** tab will list the first 500 files. The **<<** previous and next **>>** options allow you to view the previous or next 500 files, if applicable.

1. Log into the **TDCM** using the steps previously listed.
2. Click the **Messages** tab.
3. Under "SEARCH," enter your **TG Number** (including the TG), in the "Mailbox" field.
4. Enter the information you want to search for in the applicable fields. (E.g. searching for message class TEST15OP sent by Mailbox TGA1234).
5. Click the **GO** button or press your **Enter** key.

Figure 4: The Messages Tab

1.4.1.1   Tips

- If your cursor is still in the search fields on the search screen, you can press your **Enter** key on the keyboard instead of hitting the "GO" button.
- If you select "All", located under the "Transaction Type" drop down box, and select "Go", this will list all **Send** and **Receive** files for your mailbox.
- If you select "Sent" or "Received", located under the "Transaction Type" drop down box. This will list all **Sent** or **Received** files for a user's mailbox ID.
- If you select "To Mailbox," type your **TG Number** (including the TG). This will list all OP-type files sent to you.
- If you select "From Mailbox," type your **TG Number** (including the TG). That will list all the IN-type files you sent.
- If you check the "Only New Messages" box, TDCM will list only the new OP-type files that are ready for you to download.
- You may use "%" as a wildcard, combined with part of a message class, in your search. For example, "%03OP%" will return all files with "03OP" in the message class. You may also search with "*" as a wildcard as long as it is at the end of a field value. For example, "SARA*" will return all files with "SARA" in the message class.

The **TDCM** will list all files that meet your search criteria. The "Date/Time Received" column reflects the date a file was initially placed in your mailbox.

To view information about a specific file, click on the file name in the list of files returned by your search. File details will display on the right side of the screen.

- "Unique Filename" displays the item number.
- "Batch No" displays the full batch number.
- "Msg Class" displays the message class.
- "Status" displays whether or not you have downloaded the file.
- "Date/Time Picked Up" displays the date and time you downloaded the file.

Figure 5: The Expand Button
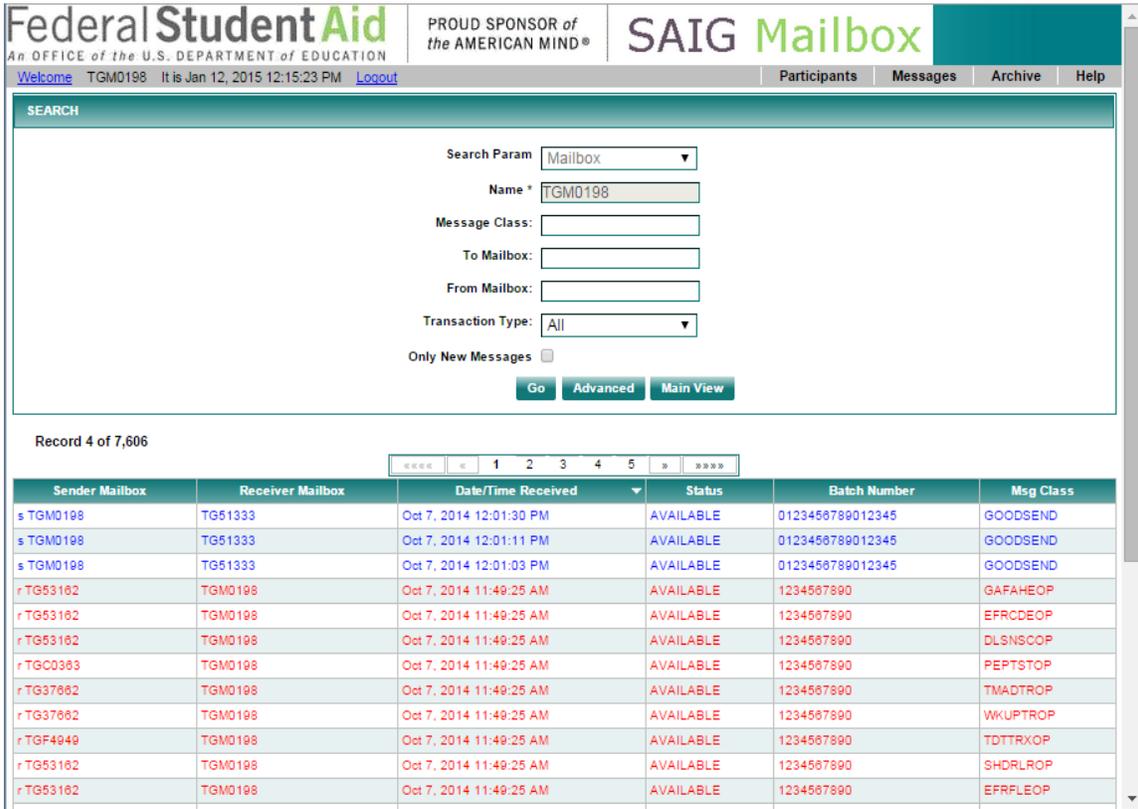
The **Expand** button allows you to view additional search details:

- "Sender Mailbox"
- "Receiver Mailbox"
- "Date/Time Received"
- "Status"
- "Batch Number"
- "Msg Class"

You can also perform more in-depth searches on the **Message** tab. The "Advanced" search option allows you to search on the fields below.

- – "Mailbox"
- – "Message Class"
- – "Transaction Type"
  - ◆ "All" (both sent and received)
  - ◆ "Sent"
  - ◆ "Received"
- – "Only New Messages"
- – "Batch # Range" (enter batch number in both fields)
- – "Date Applies To"

- ◆ "Date/Time Received by Portal" (shows when the file was sent to your mailbox)
- ◆ "Date/Time avail. In Mailbox" (shows when the file was placed in your mailbox)
- ◆ "Date/Time Picked Up" (the date you downloaded the file from your mailbox)
- ◆ "Restored by Portal" (if applicable, shows the date the file was restored to your mailbox)

1.4.1.2 Additional Tips

- You can search on one or more of the fields listed. Enter the values you would like to use as search criteria and click the "**GO"** button. This will display all files that meet the criteria you selected on the left side of the screen.
- The "Start Date/Time" and "End Date/Time" fields display Eastern Standard Time (E.S.T.).
- When searching by a specific batch number, enter the same batch number in both of the fields for "Batch # Range."
- The **Message Text** tab will also display the batch number. It will be listed immediately following "BAT=". For files with IC-FAIL status, an additional window will appear with a "REQUE" option. Please do not select this option.

Figure 6: Advanced Search

Figure 6 illustrates an "Advanced Search" using "Mailbox," "Message Class," and date range ("Date/Time Received") as the search criteria.

1.4.1.3   Restoring Files Received Within the Last Ten Days

The **TDCM** also gives you the ability to restore files to your mailbox.

You still have the option of calling CPS/SAIG Technical Support (800/330-5947) to have files restored.

To restore files that you have received within the last ten days:

1. Log into the **TDCM**.
2. Click the **Messages** tab.
3. Search and display the **Receive** file you would like to restore.
4. On the right side of the screen, click the drop-down menu for the "Status" field and change the status from "RECEIVED" to "AVAILABLE".
5. Click **Save**.
6. The file will remain color-coded blue on the left side of the screen, but you will be able to download the file immediately.

1.4.2   The Archive Tab

The **TDCM** automatically moves files to the **Archive** tab view when they have been in your mailbox more than ten days, based on the date listed in the "Date/Time Picked Up" field. This process runs once a day at 4 a.m. E.S.T. Files remain in the **Archive** for a total of 90 days, including the ten days the files appeared on the **Messages** tab.

The **Archive** tab has the same search capabilities as the **Messages** tab, along with a "Mailbox Pending" option. "Mailbox Pending" will display all files at the "pend" (pending) status.

Note: Only check the "Restore" box, located to the left of the Sender Mailbox ID, for the file you would like to restore. Users also have the option of calling the CPS/SAIG Technical Support Team (800/330-5947) to have files restored for them.

1.4.2.1   Restoring Files Received Within the Last 11 to 90 Days

To restore a file that you received within the last 11 to 90 days, follow the procedure below. See Figure 7 for an illustration of the Archive Tab.

1. Log into the **TDCM**.
2. Click the **Archive** tab.
3. Search and display the **Receive** file you would like to restore.
4. Check the box directly to the left of the "Sender Mailbox" for each file you would like to restore and then click the **Restore** button. **Note:** The file will be marked "pend" in red to the left of the file(s) you requested to have restored. The file(s) will not be immediately available. The file(s) will be available for you to download within one hour. This process runs at the top of every hour from 7 a.m.–11 p.m. (E.S.T.).
5. Note the unique filename next to the "Unique Filename" field to identify the

file when searching.

6. **For EDconnect users**:
   - After one hour has passed, perform a transmission with nothing in the **Transmission Queue**.
   - Go to the **Received File View**.
   - Check the box under **Move to TQ** for the file that has the same **Item Number** as the unique file name from the "Unique Filename" field.
   - Make another transmission to receive the file.

7. **For mainframe/midrange users:**
   - After one hour has passed, add RECEIVE_SERVER_FILE=*unique file name* to your **Transfer** command statement.
     Note: This is the unique file name from the "Unique Filename" field, noted above.

Figure 7: The Archive Tab

Figure 7 is an illustration of the "Archive" tab with the fields you would see to restore a file received within the last 11 to 90 days.

1.4.3   The Participants Tab

The **TDCM** allows you to update your **SAIG Password** or **FTPPASSWD**. If a user changes their password using the "Participants" tab they will be prompted to change their password again upon their next TDCM login. Although the participants tab change password feature does not use strict password rules the user must follow the existing password rules when changing their password from the main TDCM login screen and when using the "Change Password" link located on the TDCM "Welcome" screen. The password rules are as follows:

- Password must begin with an alpha character.
- Password must be a minimum length of eight characters.
- Password must contain at least one upper case and one lower case alpha character, plus one numeric character.
- Password cannot be "password", "Password" or "PASSWORD". Password cannot be the same as any of the previous five passwords and current password.
- Password cannot match the User Name or TG number (ignore case).
- Password will be locked out after three failures. (Password will be unlocked after 30 minutes or you may call CPS/SAIG Technical Support to have the password reset.)
- Passwords expire every 90 days, but you may change your password more frequently.
- You must update the password on all batch jobs used to communicate with the SAIG.
- SAIG passwords can contain special keyboard characters, such as @, #, and $, but because some computer platforms use certain special characters as command characters, we recommend avoiding % (percent), ^ (caret), & (ampersand), \ (backslash), / (forward slash), < (less than), > (greater than), and | ("pipe" symbol).

Once you have updated your password, you will need to update the password in EDconnect, or in your mainframe scripts or JCL.

If you have any difficulty establishing your first password, contact CPS/SAIG Technical Support at 800/330-5947 and request to have your SAIG mailbox password reset.

Figure 8: The Participants Screen to Change Password

1.4.3.1   Password Changes

To change your password through the **Participant** tab (see Figure 8 above):

1. Log into the **TDCM**.
2. Click the **Participants** tab.
3. Type your new password into the "Password" field.
4. Type your new password again into the "Verify" field.
5. Click **Save**. (Note: When a user changes his/her password from the **Participants** tab, he/she will be prompted to change his/her password again upon the next login to TDCM. To avoid this, users can change his/her password from the **Welcome Page** using the **Change Password** link.)
6. **For EDconnect users**:
   – Open the **Security View**. Right-click on the **Security Group** for which you are changing the password.
   – Select **Properties** from the pop-up menu.
   – Click the **Network** tab.
   – Type the password you entered in the **TDCM** in the "New" field.
   – Type the password again in the "Verify" field.
   – Select the **Local Only** option.
   – Click **OK**.
7. **For mainframe users**:
   – Update all scripts or JCL to reflect the new password.

1.5   Frequently Asked Questions

I changed my password in the TDCM and now I get "Failed transmission" when I try to transmit using EDconnect. How do I fix this?

When you changed your password in the **TDCM**, either your password did not contain the required eight characters or you did not save the password update. You can call CPS/SAIG Technical Support (800/330-5947) to have your password reset, or you can update your password again in the **TDCM** and in EDconnect. Passwords must be at least eight characters in length, contain alphanumeric characters, and begin with an alpha character.

To update your password using the **TDCM**:

1. Log into the **TDCM**.
2. From the **Welcome** screen click on the **Change Password** link.
3. Enter your old password. Type your new password into the "Password" field. The password must contain eight valid characters.
4. Type your new password again into the "Verify" field.
5. Click **Save**.
6. Log into EDconnect.
7. Open the **Security View**.
8. Right-click on the **Security Group** for which you are changing the password.
9. Select **Properties** from the pop-up menu.
10. Click the **Network** tab.
11. Type the password you entered in the **TDCM** in the "New" field.
12. Type the password again in the "Verify" field.
13. Select the **Local Only** option.
14. Click **OK**.

If you are still unable to complete a successful transmission, please contact CPS/SAIG Technical Support at 800/330-5947 or by e-mail at **CPSSAIG@ed.gov**.

I see a "REJECTED" option in the "Status" field on the Messages tab. When should I use it?

The "REJECTED" option allows you to initiate the deletion of a file. You should only use this option if instructed to do so by CPS/SAIG Technical Support.

1.6 Technical Support

Contacting FSA Technical Support

For FSA technical support, you may post a message (including your **TG Number** and a contact telephone number) with your question to the FSATECH listserve. For information about subscribing to FSATECH, go to

http://www2.ed.gov/offices/OSFAP/services/fsatechsubscribe.html

Department staff or contractors for the system about which you have a question will work on a response.

Note: You must subscribe to FSATECH in order to send and receive messages from the listserve.

Contacting CPS/SAIG Technical Support

If you need technical support, contact CPS/SAIG Technical Support at 800/330-5947. Representatives are available to assist you between 7 a.m. and 7 p.m. (CT), Monday through Friday, excluding holidays. You may also send your inquiries by e-mail to **CPSSAIG@ed.gov**.